

MEETING MINUTES
June 21, 2007

**GOVERNOR'S COMMITTEE FOR THE PURCHASE OF COMMODITIES AND
SERVICES FROM THE HANDICAPPED**

The meeting was called to order by Chairperson Penney Hall at 10:00 a.m., June 21, 2007 at the F. Ray Power Building, located at the West Virginia Division of Rehabilitation Services' office in Institute, West Virginia.

ATTENDANCE:

Committee: Penney Hall (Chairperson); Brenda Morford; Pete Cuffaro; John Liller; Everett Sullivan; Jan Smith; Ron Price, Executive Secretary; Carol Jarrett, Recording Secretary.

WVARF Staff: Glenn McEndree, Chris Miller, Phil Turner

Public Attendance: Lou Ann Summers, DRS
John Posey, Pretera
Larry Canterbury, Goodwill Industries
Joyce Birley, Goodwill Industries
Elizabeth Sampson, Clay County Services Unlimited

Ms. Hall called the meeting to order.

MOTION #1

Mr. Sullivan moved to approve the minutes as presented. Ms. Smith seconded. Motion passed.

REPORT OF THE COMMITTEE CHAIR:

Ms. Hall did not have a report.

EXECUTIVE SECRETARY REPORT:

\$ 4,259.16 - Annual Allocation
2,622.54 - Total Expenses
1,636.62 - Sub-Total
\$ 36.75 - Expenses Outstanding (Accounts Payable)
\$ 1,599.87 - Balance Remaining

Annual allocation includes increase of \$3,000.00 in allocation.

Committee members were asked to get their expenses in as soon as possible since it is the end of the State fiscal year.

EXECUTIVE DIRECTOR'S REPORT:

Mr. McEndree reported Mike Turner had been hired on a temporary basis to fill the Director of Operations position. He has been doing inspections. Phil Turner has been hired to fill the Contract and Sales Specialist position. They have been busy gathering information to price contracts and doing inspections.

He said he had been going to the district offices and had met with several customers during the past month as part of their Continuous Quality Improvement program. During a meeting with David Oliverio of General Services Administration, he expressed confusion over the current contract and how changes might be made. Mr. Oliverio asked that the current contract be extended to the end of December.

WVARF has training scheduled for July 30-31 "Operating and Managing a Successful Custodial Operation" which is being held in Charleston. This is NISH training that is no cost to the CRP's. "Custodial University" will be offered at a later date. All Committee members are invited to attend the training.

He said he and Mr. Miller had met with representatives of the State Auditor's office regarding the implementation of the use of state credit cards for payment of contracts. The Auditor's office has committed to assisting WVARF in arriving at a resolution that will not be detrimental to them.

He reported, he and both Mr. Turners met with Jo Ann Adkins of Purchasing to discuss the extension of existing contracts, changes in the way WVARF does business, and possible changes in pricing.

Mr. McEndree presented a letter from the Auditor's office regarding the p-card fee. There was a lot of discussion about this issue since the Auditor's office was suggesting that the CRP's pay the credit card rate of 3% and include that in the Fair Market Price. WVARF would then return the 3% to the CRP's. The Committee thought this practice would be very burdensome for the CRPs and WVARF.

MOTION #2

Ms. Smith moved to table further discussion until next month that the contracts between WVARF and the CRPs will be continued until the end of July. Mr. Cuffaro seconded. Motion passed

Mr. McEndree reported Hancock County had started laundry services at Pinecrest on June 1 and Hopemont on May 25. They are also in discussion with the new VA nursing home in Clarksburg about doing their laundry.

Mr. McEndree said the WVARF Executive Committee would like to schedule a meeting with the Governor's Committee in July. He asked if there were any issues the Committee would like on the agenda.

Mr. Price asked Mr. McEndree about his June 1st letter in which he said WVARF's current pricing is very much on target. He asked, how did you determine that? Mr. McEndree said that prior to Mr. Greening leaving he had ran a few tests using the old system and the new system for determining fair market price and the numbers were close.

CONTRACT PRESENTATIONS:

Mr. Turner reported there was one new contract to be considered, Educational Broadcasting in Morgantown. Two CRP's, PAC Tec and Preston County Sheltered Workshop have expressed interest in the contract. He did not present any costing information or the comparison between the two CRP's. The Committee said if WVARF would provide the costing information and the comparison, they would handle the approval process via e-mail and fax.

There was one contract renewal with Fairmont State University. There was discussion concerning the fee reduction for this contract. Mr. Liller asked if there was a breakdown of the costs for implementing OS1. Ms. Smith said she would provide that information to the Committee. He also asked if this reduction should be prorated since the implementation would not start until August. Ms. Smith explained that Fairmont would have already occurred two months worth of expenses by August. There was a mistake in the costing sheet provided to the Committee in which the CNA fee was still at 4.1% instead of 2.1%, although the cost was correct.

MOTION #3

Mr. Sullivan moved to change 2.1% to 4.1%. Mr. Cuffaro seconded. Motion passed. Ms. Smith abstained from voting

MOTION #4

Mr. Sullivan moved to approve the contract with this change. Mr. Cuffaro seconded. Motion passed. Ms. Smith abstained from voting.

CONTRACT COMPLAINTS:

Burnsville Rest Area, North -- Individuals traveling North on I-79 called to complain that the Rest Area was filthy. Mr. Greening visited site and found the building and grounds to be in need of minor attention. Mr. Greening spoke with CRP and advised them of the complaint. Two follow-up visits have found the facility to be well within the acceptable level.

Department of Highways, Smith Street -- Melissa Mullins called Ms. Hall about the janitorial services at this location. WVARF representatives met with Ms. Mullins and members of her staff. The major issue was some employees were being disruptive. All parties agreed that DOH would draw up a list of issues and proposed modifications and WVARF would set up a meeting with Goodwill, DOH and WVARF to resolve.

Employment Services, Morgantown. -- Lori Turner, Office Manager called to indicate that the PACE Tec staff had failed to lock the back door upon departing. Greg Rager for PACE Tec had already called and taken corrective action. Training will be provided to ensure responsible employees are familiar with all procedures at this facility.

DNR Law Enforcement, Nitro -- Janitor from Goodwill did not show up for one shift and requested reimbursement for missed shift. Request granted.

General Services, Fairmont Office -- General Services Director Oliverio shared with Mr. McEndree the Fairmont building was presenting the same problems that had presented themselves previously. Mr. Oliverio referred to the inspection completed by Charles Black a General Services Inspector on March 15, 2007 and an F

was given or failing rating to the janitorial services provided by the OP Shop. Mr. Greening visited the facility on March 20, 2007 and indicated some of the issues were outside the scope of the contract and the site was an old building that had not been well maintained by GSD. He submitted a corrective action plan prepared by Jan Smith, Executive Director of the OP Shop. Both Mr. Turner's did an inspection on June 13. A follow-up visit was made by Phil Turner on June 18 at which time he spoke with Jeff Swisher, the GSA Building Manager. Ms. Smith was not presented at either visit. After completing a quality inspection and discussing the quality of services with managers of most of the agencies housed in this facility the conclusion was that there was little or no evidence that corrective actions had been taken. WVARF's findings indicate the need for training and supervision as there were several statements that cleaning staff seemed to be lacking in supervision and in knowledge of what they were to do and how they were to do it. Mike Turner and Ms. Smith are to meet with Mr. Swisher the last week in June to talk about resolution of the continuing problems.

Ms. Hall said the Department of Administration had received a request from a Senator wanting to know how much the State is spending on water. The numbers provided by WVARF and by the Division of Finance were drastically different. She confirmed the numbers provided by Finance only included water bought off the statewide contract. Mr. McEndree asked if he could have access to those numbers and she said she would get them to him.

Buckhannon Upshur Work Adjustment Center – No report

Liquid Hand Soap – No report

OLD BUSINESS:

CQI – June 30 and 31. NISH training on “Operating and Managing a Successful Custodial Operation”

Compliance Desk Reviews, Field Reviews

Nothing since last month.

QUALITY INSPECTIONS COMPLETED - June 12, 2007.

Air National Guard - Martinsburg. Met with Sgt. Breeding of the Air Guard, customer and Tony Francis, supervisor with the Development Center and Workshop, Inc. Sgt. Breeding is pleased with the service being provided.

1-80 Rest Area North. Review conducted by Mike and Phil Turner accompanied by Tony Francis, the CRP supervisor. The facility either met or exceeds all areas included in the inspection.

DHHR-Martinsburg. Review conducted by Mike and Phil Turner accompanied by Tony Francis, CRP supervisor. The assistant office manager feels the quality of work is acceptable; however, she believes the contract does not allow sufficient hours to do all that needs done. A weekly meeting between Mr. Francis and the assistant office manager was arranged to resolve any problem that arises.

Tax Department –Martinsburg. Inspection completed by Mike and Phil Turner accompanied by Tony Francis, the CRP supervisor. The inspection indicated an acceptable level of service in all areas. The major problem with the CRP is that work must be completed during working hours which presents problems of noise control.

I-68 Rest Area Hazelton, Preston County. Service provided by Preston County Sheltered Workshop. Inspection conducted by Phil and Mike Turner. The Rest Area was rated as acceptable; however, attention needs to be given to the mowing and trimming, dusting lateral surfaces and most importantly the sewage treatment plant. It was evident that the proper maintenance of the treatment plan was not being done on a regular basis as weeds were growing in the sand filter and standing water or ponding was evident. Phil Turner discussed the quality issues with John Hyer the CEO of the Sheltered Workshop who promised to correct the problems.

Inspections June 13, 2007

DMV Office in Clarksburg. Review conducted by Mike and Phil Turner accompanied by Marsha Farris Allman Executive Director, Harrison County Sheltered Workshop. The inspection was given an acceptable rating with many areas being rated above inspections. Minor problems with corners and baseboards and dust were noted. DMV indicated total satisfaction with the quality of service as issues were with the building and not the service.

DHHR Office, Clarksburg. Inspection conducted by Mike and Phil Turner accompanied by Marsha Allman. Service provided by Harrison County Sheltered Workshop. All areas inspected met or exceeded expectations. DHHR Office Manager complained the area behind the computer CPU's were not being dusted; however, the contractor has been told by the agency not to dust where it would disturb the connections on the computer. Therefore, the complaint was determined to be invalid.

DHHR Training Center 6th Street, Clarksburg. Inspection completed by Mike and Phil Turner accompanied by Marsha Allman. All areas met or exceeded expectations. Office Manager, David Stickle expressed total satisfaction with the janitorial service.

Tax Office, Clarksburg. Inspection conducted by Mike and Phil Turner accompanied by Marsha Allman. Inspection was above expectations except some dust found in a filing cabinet.

General Services building in downtown Fairmont. Inspection conducted by Mike and Phil Turner. Inspections conducted in the DHHR, DRS, and Employment Services, Office of Child Support and Enforcement and common areas. This issue was discussed earlier in the meeting.

June 15, 2007

DHHR – Kingwood. Inspection conducted by Phil Turner. Office was judged to be marginally acceptable. Problems exist with cleaning windows, dirty corners, floor care being done yearly rather than every six months as called for in the contract. Mr. Turner discussed these concerns with John Hyer, CEO of the Preston County Sheltered Workshop, who promised to correct the problems.

1-70 W Rest Area in Wheeling. Inspection conducted by Phil Turner. The landscaping and grounds were very well done. The interior had a few minor problems including dirt in corners; dust on high lateral surfaces and on ceiling vents. Overall the facility was rated as acceptable. WATCH will be contacted to correct problems.

I-79 Rest Area in Morgantown, Inspection conducted by Phil Turner, service provided by PACE Tec. The only issue with this facility was the mowing at the back of the building had not been completed.

June 18, 2007

DRS in Morgantown. Inspection conducted by Phil Turner accompanied by Greg Raber, Business Manager for PACE Tec. This facility was judged to meet all expectations. The staff indicated the level of service had improved greatly in the past six months and was now cleaner than it had ever been. The only issue was residue on the commodes in rest rooms. Mr. Rager will see that the issue is eliminated.

Office of Child Support Enforcement in Morgantown. Inspection conducted by Phil Turner and Greg Rager of PACE Tec. The building was acceptable in all areas. Some dust was found on top of doors, every other area was acceptable. The office manager is pleased with the service and had no suggestions.

Robert C. Byrd Regional Training Center, Camp Dawson in Kingwood. Inspection conducted by Phil Turn and Tom Poling, Supervisor with the Preston County Sheltered Workshop. This is a huge facility that presents challenges not ordinarily experienced in State Use contracts. Areas to be cleaned include large floor areas with rubber base tile, large marble floor area, large areas of glass, a weight room with a rubber floor and the deck surrounding an Olympic size pool. The cleaning was judged to meet or exceed expectations in all areas. Mr. Poling pointed out the exterior windows was not clean; however, that was not included in the contract.

FINANCIAL REPORT:

Mr. Miller reported that over 60 days accounts receivables at the end of May were \$67,194 or 6.33% of the total accounts receivables. However, he did say that since the report had been printed all of the over 60 had been paid .

Ms. Hall presented a report which showed the State Use Program had a profit of \$68,296.55 as of the end of April.

2008 Goals

Ms. Hall noted the Committee asked for WVARF to re-submit the 2008 Action Plan and to include the last goal the Committee had approved. They have done so. Ms. Hall asked Mr. McEndree if he thought the dates in the action plan were ok since Mr. Greening and Mr. Kennedy were no longer with WVARF. He said he thought sufficient time was given and he believes they can meet those dates.

MOTION #5

Mr. Sullivan moved to approve action plan. Ms. Morford seconded. Motion passed.

Quarterly Ratio Report

Mr. McEndree presented the quarterly ratio report. All CRP's were within the 75% ratio except for the Buckhannon-Upshur Work Adjustment Center. A plan of correction will be requested from them.

2008 Budget

WVARF did not provide the Committee with the information which was requested at the last meeting. Ms. Hall said she did not know what the consequences were for not having an approved budget by July 1. She is going to check with the Department's attorneys. Mr. McEndree distributed a letter from Ned Rose dated October 7, 2004 regarding the Committee's procedural rule regarding the budget.

MOTION #6

Ms. Morford moved that WVARF present a budget that is up-to-date for approval and consideration and the lobbyist fees be paid through the Association fees. Mr. Sullivan seconded.

Ms. Hall pointed out the items in the action plan was not included in the budget. Mr. Liller said he found it difficult to sit on this committee and approve a budget yet not have any fiscal obligation to the Association. He said if WVARF goes in the hole and uses all their money, is this committee going to step up and say yes, we are going to cover that or is it going to say it is the responsibility of WVARF's Executive Board? He said he believed it would be the latter case.

Ms. Morford pointed out that the Committee has never placed the State Use Program in jeopardy and that the rule gives the Committee the authority of approving the budget.

Motion passed with one no vote by Mr. Liller.

Ms. Hall gave the Committee a reported prepared by Public Works, a governmental consulting firm, regarding the State Use Program. She asked the Committee to review the report and be ready to discuss it at the July meeting. Mr. McEndree asked for a copy of the report. Ms. Hall said she would get it to him since she did not have any extra copies with her.

Ms. Hall reminded Mr. McEndree she had asked for the past minutes of the Committee so they could be scanned and for the costing sheets Mr. Greening had been working on. Mr. McEndree said he would get her the minutes shortly as they were making copies of them before handing them over. He said they would look for the information Mr. Greening had been working on.

PUBLIC COMMENT:

Mr. Posey and Ms. Birley asked the Committee some questions for clarification purposes.

MOTION #7

Ms. Morford moved to adjourn. Mr. Liller seconded. Motion passed.